

Ruth Nettles

000121B-TP

From: Kelly, Tamela D[EQ] [Tamela.Kelly@Embarq.com]
Sent: Friday, October 02, 2009 9:33 AM
To: Filings@psc.state.fl.us
Cc: Susan Masterton
Subject: 000121B-TP, Embarq's RCA Rpt - September 2009
Attachments: 000121B-TP, Embarq's RCA Rpt-September 2009.pdf

Filed on Behalf of: Susan S. Masterton

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Docket No. 000121B-TP

Title of filing: Embarq's RCA Rpt. - September 2009

Filed on behalf of: Embarq Florida, Inc.

Number Pages: 6 pages

Description: Embarq's Root Cause Analysis (RCA) Rpt - September 2009

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October 2, 2009

Ms. Ann Cole
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
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RE: Docket No. 000121B-TP

Dear Ms. Cole:

Enclosed for filing on behalf of Embarq Florida, Inc. is Embarq's September 2009 Root Cause Analysis (RCA) report as required by Order Number PSC-03-0176-CO-TP in Docket 000121B-TP. This order required that any failure in three consecutive months to meet any performance for a given level of disaggregation shall require a RCA by Embarq, which shall then be published on a monthly basis. This report is for results for the period of May 2009 through July 2009 as published in the June, July and August reports.

Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

Susan S. Masterton

Enclosures

cc: David Rich
Jerry Hallenstein
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CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by electronic mail to all known parties of record this 2nd day of October, 2009.

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Susan S. Masterton

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September 2009 Root Cause Analysis Report (reflects July 2009 data, published August 2009)

Florida Public Service Commission

Background

If there is non-compliance at the aggregate level in three consecutive months for a given level of disaggregation, Embarq shall provide a report of root cause analysis on a monthly basis. Embarq's root cause analysis shall include a plan for corrective action with key activities and anticipated completion dates for implementation.

Measure 7: Average Completed Interval					
Submeasure 07.02.02 : Business POTS - No Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
The increase in porting orders and the way in which they are closed out (CLEC has 10 days after DD) is causing non-compliance.	2Q2008			Ongoing	This issue is being investigated to see if it is a CLEC training issue or a system/analyst problem which can be corrected with training. Once this is determined proper course of action will be taken. Embarq will continue to monitor this measure to ensure parity is maintained.

Measure 11: Percent of Due Dates Missed					
Submeasure 11.02.01 : Business POTS - Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 18 non-compliant orders 11 or 61% were delayed due to provisioning issues and 4 or 22% were delayed due to installation issues. 3 or 17% were related to system issues.	2Q2009	N/A	15%	Ongoing	Management is working to address provisioning and exhaustion issues to allow for timelier processing of orders. They also adjust technician placement, working hours and dispatching in an effort to adjust technician availability to accommodate workload.

Measure 11: Percent of Due Dates Missed					
Submeasure 11.11.01: UNE Loops Non-Designed Field Work					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 9 non-complaint orders, 5 or 56% was delayed by the late addition of the \CIRAS COMP fid, 2 or 22% was delayed in Service Provisioning and 2 or 22% was delayed by a system issue.	1Q2008	N/A	16%	Ongoing	The importance of dispatching to the correct team has been emphasized to the appropriate management also they have been advised of the importance of adding the \CIRAS COMP fid when the CIRAS order closes.

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Measure 17A: Percentage of Troubles within 5 days for New Orders					
Submeasure 17A.01: Residential POTS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 22 orders followed by tickets, 6 or 27% were due to defective/deterioration equipment, 5 or 23% were due to an Embarq employee error. 3 or 14% were due to a missing component. 3 or 14% were missed due to improper/cut/damaged wiring. 2 or 9% were missed due to an issue with the jumper for buried copper cable. 2 or 9% were reported that are actually outside Embarq's control (1 - third party, and 1 - lighting). Finally, 1 or 5% was improperly dispatched for a wiring/jumper frame issue.	2Q2005	N/A	5%	Ongoing	Embarq is meeting with contractors on a weekly basis to ensure proper procedures are followed. We continue to emphasize completion testing on service orders and are replacing outside plant cables that contribute to trouble tickets. Embarq's account management and analysis team are working with affected CLEC's to improve understanding and communication of repair issues.

Measure 18: Average Completion Notification Interval					
Submeasure 18.03: Electronic/Manual Mix					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
Of the 27 non-compliant orders 12 or 44% were due to delays with other orders on the same PON. 9 or 33% were due to missing closing dates or the delayed posting of closing dates in IRES. 5 or 19% were missed due to missing service order numbers in our service order entry system. 1 or 4% was a canceled order that was mistakenly reported.	2Q2007	N/A	N/A	Ongoing	The issue with closing dates not being received from ARC into IRES is being addressed by IT. Management responsible for clearing errors is coaching associates on error resolution process. The NEAC has been notified of the importance of correcting errors as soon as they happen rather than correcting them all at once before month end.



Measure 19: Customer Trouble Report Rate					
Submeasure 19.143: UNE DS1/ISDN PRI					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
<p>37 tickets closed in July</p> <p>7 Third Party Cable cuts 7 Defective cable pairs 6 Commercial/lightning power surges 3 Lightning damage 3 Defective HDSL cards 2 Defective HRU cards 2 Defective jumpers 2 Defective housings 1 Defective MUX card 1 Loose cross connect 1 Defective smart jack 1 Commercial power outage 1 Wet cable</p> <p>4 tickets were not EMBARQ issues. They were caused when Level 3 adjusted the levels on a DS3 that caused four of the circuits on it to fail. Tickets were improperly coded when closed.</p> <p>1 ticket was not an EMBARQ issue because the end user customer had tree roots growing into his power line, causing shorts on the circuit. Ticket was improperly coded when closed.</p>	2Q2009			Ongoing	All defective/damaged equipment issues have been rectified with replacement equipment. All Embarq issues were repaired or replaced. The five tickets coded to Embarq that were not Embarq's fault will be corrected for reporting.



Measure 19: Customer Trouble Report Rate					
Submeasure 19.147: EELS					
Description of Issue	Start Date	Projected Improvement	Estimated Impact	End Date	Improvement Plan
14 tickets closed in July 3 Lightning damage 2 Defective cable pairs 2 Defective modules 1 Defective MUX card 1 Defective card in ring 1 Defective HDSL card 1 Defective housing 1 Ants in cable terminal causing foreign voltage 1 Damaged cable pair 1 Vehicle damage to aerial cable/replaced by buried cable	1Q2009			Ongoing	All defective/damaged equipment issues have been rectified with replacement equipment.